

## **Address Element Correction Service Level 2 (AEC II) Fact Sheet**

### **AEC**

- The existing AEC service is an entirely computerized address correction process.
- It was developed and implemented in the early 1990's.
- AEC has an average historical resolution rate of 30.5%.
- AEC service is required to participate in AEC II service.
- Basic AEC service will still be available at the current pricing, without electing to use AEC II.

### **AEC II**

- AEC II is an enhancement to the existing AEC Service.
- AEC II represents the next logical step in the address element correction process.
- With AEC II, bad addresses that the basic AEC service cannot resolve are submitted electronically to delivery offices for address correction.
- Delivery units perform this address correction through Delivery Force Knowledge™, in other words, our carriers and clerks.
- **The launch date for AEC II service is Sunday, July 17.**

### **Pricing**

- The price for AEC is \$15/1,000 records submitted or 1 ½ cents per record, with a minimum \$15.00 fee.
- Pricing for AEC II will be a \$25.00 minimum fee, plus \$0.25 per record resolved by delivery field personnel in addition to the AEC processing fee.
- The initial \$25.00 AEC II fee includes resolution of up to the first 100 records resolved through Delivery Force Knowledge.
- Customers agree to make all AEC II payments (the initial payment and all subsequent payments) through either a US Postal Service CAPS account or valid credit card.
- All subsequent fees for AEC II resolved records are pre-paid, weekly, before updated address information is returned to the customer.

## **AEC II Process**

- Maximum number of records permitted per file, for AEC II processing, is 15,000 records.
- Customers may only submit one (1) file, per business day, for AEC II processing.
- A separate processing request and fee are required for each tape/file submitted.
- ZIP Codes are required on all records submitted for resolution by the AEC II program.  
(AEC may assign a ZIP Code where missing)
- Customer files are processed through the standard AEC process first. Records unresolved through the AEC process become candidates for AEC II.
- Customers may select a processing window of 30, 60 or 90-days for their file.
- If there are other records in queue pending Delivery Force Knowledge™ correction, customers are notified via email of the estimated turn-around time for AEC II processing for each ZIP Code where their records are presented.
- Customers may elect to cancel their AEC II order based on the estimated turn around times. Customers may not cancel individual ZIP Codes or records in an order. Cancellation requests are accepted for the entire order only.
- Customers electing to cancel AEC II processing of their file will be charged for all records corrected through the standard AEC process.
- Orders in the Hold Queue are cancelled if instructions are not received from customers within one (1) week (7 days) of notification.
- Customers are given access to a secured customer folder on the USPS RIBBS Web site.
- Resolved records are placed in the RIBBS customer folder each week on Friday, no later than COB. Customers may access their resolved records at their convenience.

## **Submission Information**

- Mail AEC and AEC II Address Files:  
OFFICE SERVICES  
NATIONAL CUSTOMER SUPPORT CENTER  
UNITED STATES POSTAL SERVICE  
6060 PRIMACY PKWY STE 201  
MEMPHIS TN 38188-0001
- Fax AEC & AEC II Processing Requests:  
Fax: 901-681-4409  
ATTN: OFFICE SERVICES
- Transmit Electronic AEC & AEC II Files:  
Web Address: <https://ribbs.usps.gov/files/aec/customers>  
E- mail: [aec@usps.gov](mailto:aec@usps.gov)  
(maximum file size: 3 MB)